



BOULT • CUMMINGS  
CONNERS • BERRY PLC

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T.R.A. DOCKET ROOM

October 21, 2004

Mr Aster Adams, Chief  
Competitive Markets & Policy Division  
Tennessee Regulatory Authority  
460 James Robertson Pkwy.  
Nashville, Tennessee 37243

Re: *Petition of NewSouth Holdings, Inc., NewSouth Communications Corp.,  
and NuVox Communications, Inc. For Approval of an Internal Corporate  
Reorganization, Transfer of Authority, and For Approval, As Necessary,  
of Related Transactions*  
Docket No. 04-00309

Dear Aster

Enclosed please find the original and fourteen (14) copies of the NuVox and NewSouth customer notification letters filed in response to the Staff's data request issued on October 5, 2004.

If you have any questions, please do not hesitate to contact me.

Very truly yours,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By   
Henry Walker ICG

HW/krq

098131 v1  
101754-001 10/21/2004

LAW OFFICES  
414 UNION STREET • SUITE 1600 • PO BOX 198062 • NASHVILLE • TN • 37219  
TELEPHONE 615 244 2582 FACSIMILE 615 252 6380 www.boulcum.com

<<INSERT DATE>>

## IMPORTANT NOTICE REGARDING YOUR TELEPHONE SERVICE

Dear NuVox Customer

As you are aware, in May of this year, an acquisition subsidiary of Nuvox, Inc. ("NuVox"), the parent company of your existing telecommunications provider, NuVox Communications, Inc., and NewSouth Holdings, Inc. completed a merger of equals.

This notice is to advise you that NuVox, in an effort to streamline its corporate structure, plans to merge its two operating subsidiaries in the Southeast through a series of internal transactions. As part of this process, NuVox is requesting regulatory approval of the transfer of your account and services from NuVox Communications, Inc., a South Carolina company, to NuVox Communications, Inc., a Delaware company, d/b/a NuVox Communications ("NuVox Communications"), which will continue to provide you with quality telecommunications services.

**No action on your part is required.**

You will continue to use the same telephone numbers you currently do and there will be no fees or charges applied in connection with the transfer of your service. As a NuVox Communications customer, you will continue to receive telecommunications services at the same rates, terms and conditions specified in your existing contract with NuVox Communications, Inc. or, where applicable, pursuant to applicable tariffs. NuVox Communications will notify you of any future changes in rates, terms and conditions of service as required by the terms of your existing contract or by law.

**NuVox anticipates that the date for the transfer will be January 1, 2005, provided that the necessary regulatory approvals have been obtained.** As of that date, NuVox Communications, Inc. will no longer be your service provider; instead, your service will be provided by NuVox Communications. NuVox is confident that you will find that remaining with us is the smart choice to meet your needs, however, NuVox realizes that you have a choice of telecommunications carriers, and you may choose another carrier at any point. If you have not notified us that you have arranged with another carrier for service to commence on or before the date NuVox Communications, Inc. transfers your service to NuVox Communications, you will automatically become a NuVox Communications customer. You are hereby notified that your customer service agreement will be assigned to NuVox Communications on the date NuVox Communications becomes your service provider as described in this letter, anticipated to be January 1, 2005. Please note that if you have a term contract with NuVox Communications, Inc., you will still be responsible for any applicable early contract termination charges if you choose a service provider other than NuVox Communications.

If you have placed a "freeze" on your NuVox Communications, Inc. services to prevent their unauthorized transfer to another carrier, it will be automatically lifted to implement the transfer to NuVox Communications. At your request, NuVox Communications will reestablish freeze protection for you after the transfer.

If you have any questions about the transfer of your service to NuVox Communications or about NuVox in general, please visit [www.nuvox.com](http://www.nuvox.com) or call 800-800-9681. For all questions regarding billing, repairs, service needs or complaints, please contact NuVox Communications at 800-800-9681.

We look forward to continuing to provide service to you!

Cordially,

NuVox, Inc.

<<INSERT DATE>>

**IMPORTANT NOTICE REGARDING YOUR TELEPHONE SERVICE**

Dear NewSouth Communications Customer

As you are aware, in May of this year, an acquisition subsidiary of Nuvox, Inc. ("NuVox") and NewSouth Holdings, Inc., the parent company of NewSouth Communications Corp. ("NewSouth Communications"), your existing telecommunications service provider, completed a merger of equals. As a result, NewSouth Communications' ultimate parent company became NuVox.

This notice is to advise you that NuVox, in an effort to streamline its corporate structure, plans to merge its two operating subsidiaries in the Southeast through a series of internal transactions. As part of this process, NuVox is requesting regulatory approval of the transfer of your account and services from NewSouth Communications to NuVox Communications, Inc., a Delaware company, d/b/a NuVox Communications ("NuVox Communications"), which will continue to provide you with quality telecommunications services.

**No action on your part is required.**

You will continue to use the same telephone numbers you currently do and there will be no fees or charges applied in connection with the transfer of your service. As a NuVox Communications customer, you will continue to receive telecommunications services at the same rates, terms and conditions specified in your existing contract with NewSouth Communications or, where applicable, pursuant to applicable tariffs. NuVox Communications will notify you of any future changes in rates, terms and conditions of service as required by the terms of your existing contract or by law.

**NuVox anticipates that the date for the transfer will be January 1, 2005, provided that the necessary regulatory approvals have been obtained.** As of that date, NewSouth Communications will no longer be your service provider; instead, your service will be provided by NuVox Communications. NuVox is confident that you will find that remaining with us is the smart choice to meet your needs; however, NuVox realizes that you have a choice of telecommunications carriers, and you may choose another carrier at any point. If you have not notified us that you have arranged with another carrier for service to commence on or before the date NewSouth Communications transfers your service to NuVox Communications, you will automatically become a NuVox Communications customer. You are hereby notified that your customer service agreement will be assigned to NuVox Communications on the date NuVox Communications becomes your service provider as described in this letter, anticipated to be January 1, 2005. Please note that if you have a term contract with NewSouth Communications, you will still be responsible for any applicable early contract termination charges if you choose a service provider other than NuVox Communications.

If you have placed a "freeze" on your NewSouth Communications services to prevent their unauthorized transfer to another carrier, it will be automatically lifted to implement the transfer to NuVox Communications. At your request, NuVox Communications will reestablish freeze protection for you after the transfer.

If you have any questions about the transfer of your service to NuVox Communications or about NuVox in general, please visit [www.nuvox.com](http://www.nuvox.com) or call 800-800-9681. For all questions regarding billing, repairs, service needs or complaints, please contact NuVox Communications at 800-800-9681.

We look forward to continuing to provide service to you!  
Cordially,

NuVox, Inc.